

#6

PATENT

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

APPLICANT : PFIFFNER, Kimberly Ann, et al.
SERIAL NO : 09/918,091
FILED : July 30, 2001
TITLE : METHOD, SYSTEM AND APPARATUS FOR ENTERPRISE
CUSTOMER CONTACT MANAGEMENT

Grp./A.U. : 2152
Examiner : Wan Laymon
Conf. No. : 2045
Docket No. : P04763US0

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PETITIONS OFFICE

RENEW OF PETITION UNDER 37 CFR 1.47(a)

Assistant Commissioner for Patents
Attn: Wan Laymon
Washington, D.C. 20231

Dear Assistant Commissioner:

In response to Paper No. 5 of the above-entitled application, enclosed are the newly signed Supplemental Declarations setting forth the citizenship of all inventors. the Applicants therefore renew the above-entitled petition and respectfully request that the petition be granted.

Reconsideration and allowance is respectfully requested.

CERTIFICATE OF MAILING/TRANSMISSION (37 CFR 1.8(a))

I hereby certify that this correspondence is, on the date shown below, being:

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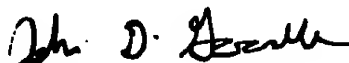
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☒ transmitted by facsimile to the Patent and Trademark Office, Art Unit. 2152 to Examiner Wan Laymon at Fax No. (703) 308-6916.

Date:

June 7, 2002

Signature



Respectfully submitted,

John D. Goodhue

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Attorneys of Record

- bja -

Facsimile Cover Sheet

To: Patent Examiner Wan Laymon
Company: Patent and Trademark Office
Art Unit 2152
Phone: 703-306-5685
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Date: June 7, 2002
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PETITIONS OFFICE

RE: REQUEST FOR RECONSIDERATION OF PETITION FOR:

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3 308 6916

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